

# Student's Unions' Advice Service

## Complaints Procedure

The Students' Unions' Advice Service is a free, independent, and confidential information and advice service available to all Cambridge University students. It is provided by Cambridge University Students' Union and the Graduate Union.

The Students' Unions' Advice Service is committed to providing the best possible service and continually seeks to improve and develop its service provision - if you have comments, feedback or criticisms of the service we provide, **we would like to know about it.**

There are two ways you can do this. If you have comments about the service that you would like us to consider, you can email the Advice Service Manager at [manager@studentadvice.cam.ac.uk](mailto:manager@studentadvice.cam.ac.uk) or write to them: Advice Service Manager, Students' Unions' Advice Service, Cambridge University Students' Union and the Graduate Union, 17 Mill Lane, Cambridge, CB2 1RX.

Alternatively, you can use this procedure to make a complaint about the service we have provided. This complaints procedure sets out how to make a complaint if you feel the service you have received from the Students' Unions' Advice Service is unsatisfactory, and the process the Students' Unions' Advice Service will follow upon receiving a complaint from a service user, another member of the University, or a third party.

Complaints will be handled sensitively and with discretion.

There is a two stage process

### Stage 1

1.1 Complaints must be received in writing or via email addressed to the Manager of the Student's Unions' Advice Service ([Lisa.Dery@studentadvice.cam.ac.uk](mailto:Lisa.Dery@studentadvice.cam.ac.uk)).

1.2 Complaints against the Manager of the Students' Unions' Advice Service must be made in writing or via email addressed to the CUSU General Manager ([manager@cusu.cam.ac.uk](mailto:manager@cusu.cam.ac.uk)).

1.3 The Manager will conduct a full investigation of the complaint during which they may interview any of the parties affected by the complaint. The Manager must ensure that where interviews occur they are minuted by another member of the Students' Unions' Advice Service not involved in the complaint or an independent person who has agreed to abide by the Students' Unions' Advice Service Confidentiality Policy.

1.4 Complainants must be aware that the Manager must inform anyone who is the subject of the complaint of the proceedings. This will include the nature of the complaint against them and the identity of the complainant.

1.5 The Manager will complete their investigation and produce a report of findings within ten working days of receiving the complaint. The report will summarize the nature of the complaint, what investigations have been carried out and the proposed resolution.

1.6 If the complainant remains dissatisfied, the matter must be referred to Stage 2.

## **Stage 2**

2.1 The Manager must immediately refer the complaint to the CUSU-GU Welfare and Rights Officer. The Manager will inform the complainant and the subject of the complaint of the referral immediately.

2.2 The Welfare and Rights Officer will review submission(s) and reach a decision on the complaint.

2.3 The Welfare and Rights may recommend appropriate redress. The Welfare and Rights may also recommend that the Manager take certain actions to prevent a similar complaint arising in the future.

2.4 The Welfare and Rights Officer's decision is final. It will be recorded in writing and the complainant will be notified of the decision and the reasons no later than 15 working days after the complaint is referred to the Welfare and Rights Officer.

## **Recording and Monitoring Complaints**

All complaints will be recorded and kept on file for 3 years. All complaints will be treated in line with the Students' Unions' Advice Service's data protection policy.

## **Reviewing the Complaints Procedure**

This complaints procedure will be reviewed annually or when required by the Advice Service Manager.

Date Reviewed: 6<sup>th</sup> August 2017

### **Related Policies**

SUAS Code of Practice

SUAS Confidentiality Policy